

Unemployment Insurance Services

Unemployment Insurance services are available by calling the Division of Unemployment Assistance (DUA) Unemployment Insurance TeleClaim Center or by visiting an Unemployment Insurance (UI) Walk-In Service Center.

You can do the following in person or over the telephone:

- file a new claim for Unemployment Insurance,
- reopen a current claim,
- learn about the status of your claim and benefit payment check,
- resolve problems, and
- get information on the Unemployment Insurance program and where to obtain job search assistance.

Unemployment Insurance TeleClaim Services

Call the TeleClaim Center at **1-877-626-6800** if you are calling from the following area codes: 351, 413, 508, 774 and 978.

Call the TeleClaim Center at **617-626-6800** if you are calling from any other area code.

TeleClaim TTY/TDD Number
1-617-626-5666

To find out the hours for UI Walk-In Centers, please call the One-Stop Career Centers listed. Walk-In Center hours of operation are also available on the DUA web site at www.mass.gov/dua. Select "Find a UI Walk-In Center".

Northeastern Massachusetts

ValleyWorks Career Center
192 Merrimack Street
Haverhill, MA 01830
978-722-7000

ValleyWorks Career Center
Heritage Place
439 South Union Street – Building #2
Lawrence, MA 01843
978-722-7000

Career Center of Lowell
18 John Street
Lowell, MA 01852
978-458-2503

North Shore Career Center of Lynn
181 Union Street
Lynn, MA 01901
781-593-0585

North Shore Career Center of Salem
70 Washington Street
Salem, MA 01970
978-825-7200

DUA Unemployment Insurance Walk-in Centers

Greater Boston

Division of Unemployment Assistance
Charles F. Hurley Building
19 Staniford Street – 1st Floor
Boston, MA 02114

JobNet
210 South Street – 1st Floor
Boston, MA 02111
617-338-0809

Career Source
186 Alewife Brook Parkway – Suite 310
Cambridge, MA 02138
617-661-7867

Everett Career Source (Satellite)
1935 Revere Beach Parkway
Everett, MA 02149
617-389-8025

Employment and Training Resources
201 Boston Post Road West
Suite 200
Marlborough, MA 01752
508-786-0928

Employment and Training Resources
449 Newtonville Avenue
Newtonville, MA 02460
617-928-0530

Employment and Training Resources
275 Prospect Street
Norwood, MA 02062
781-769-4120

The Career Place
Trade Center Park
100 Sylvan Road – Suite G-100
Woburn, MA 01801
781-932-5500

Southeastern Massachusetts

Attleboro Career Center
67 Mechanic Street
Attleboro, MA 02703
508-222-1950

CareerWorks
34 School Street
Brockton, MA 02301
508-513-3400

Fall River Career Center
446 North Main Street
Fall River, MA 02720
508-730-5000

Career Opportunities Falmouth
205 Worcester Court Unit B-3
Falmouth, MA 02540
508-548-4828

Career Opportunities Hyannis
372 North Street
Hyannis, MA 02601
508-771-5627

Greater New Bedford Career Center
618 Acushnet Avenue
New Bedford, MA 02740
508-990-4000

Career Opportunities Orleans
77 Finlay Road
Orleans, MA 02653
508-240-1900

Plymouth Career Center
36 Cordage Park Circle – Suite 200
Plymouth, MA 02360
508-732-5300

Quincy Career Center
152 Parkway
Quincy, MA 02169
617-745-4000

Taunton Career Center
41 Taunton Green
Taunton, MA 02780
508-977-1400

Central Massachusetts

Workforce Central Career Center
5 Optical Drive – Suite 200
Southbridge, MA 01550
508-765-6430

North Central Career Center
25 Main Street
Gardner, MA 01440
978-632-5050

North Central Career Center
100 Erdman Way
Leominster, MA 01453
978-534-1481

Workforce Central Career Center
425 Fortune Blvd. – Suite 201
Milford, MA 01757
508-478-4300

Workforce Central Career Center
44 Front Street – 6th Floor
Worcester, MA 01608
508-799-1600

Western Massachusetts

Franklin/Hampshire Career Center
One Arch Place
Greenfield, MA 01301
413-774-4361

CareerPoint
850 High Street
Holyoke, MA 01040
413-532-4900

Berkshire Works
37 Main Street
North Adams, MA 01247
413-663-1111

Franklin/Hampshire Career Center
178 Industrial Drive – Suite 1
Northampton, MA 01060
413-586-6506

Berkshire Works
160 North Street
Pittsfield, MA 01201
413-499-2220

FutureWorks
One Federal Street Bldg. 103-3
Springfield, MA 01105
413-858-2800